

Case Study

CAR KEYS EXPRESS CUTS RENTAL AGENCY COSTS AND INCREASES STAFF EFFICIENCY

Car Keys Express partnered with the Detroit, MI branch of a major car rental agency to increase the location's profit by decreasing key replacement expenses.

Summary

Car Keys Express provided on-site key replacement service to a branch that was previously managing key replacement for its fleet in house. **Over the four-month period, Car Keys Express decreased key replacement costs by \$94.17 per key.**



Car Keys Express services also streamlined the agency's operations by allowing staff to focus on other mechanical services. Additionally, these services eliminated the need for investment in staff training, equipment maintenance, token fees, and other various costs associated with managing key replacement in house.

Results



\$94

Key Price
Decrease



100%

Miscuts
Eliminated



**2.25 Hr
Decrease**

Staff Time Invested

Considerations

The per-key cost savings were a result of eliminating two of the operation's key replacement expenses:

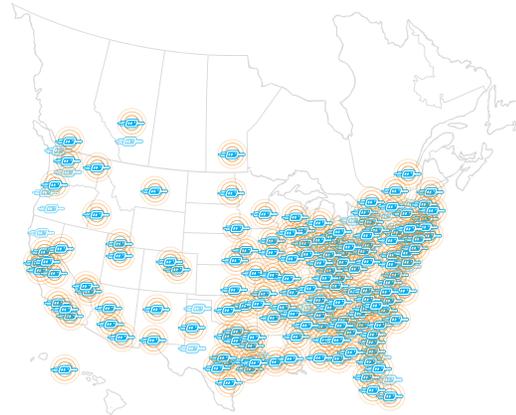
- For every 200 keys cut, the subject agency was losing approximately \$525 on miscut keys. The average rate of miscuts for agencies cutting keys in house is 3.5%. Using this industry average, this loss was calculated as an average cost of \$75 per miscut key.
- The cost of staff time to cut keys, locate vehicles, and program keys. An average of 46 minutes per key with a labor rate of \$25 per hour was used to approximate \$19.17 per key.



Active Operations



Coming 2020



We cover more of North America than any other key vendor—over 8,000 cities in the U.S. and Canada.

Recommendations

- If an agency's time period for reconditioning turnbacks is shorter than three days, on-site service is recommended three to five days per week.
- For rental agencies that need 12-16 keys each week, on-site service is recommended two days per week.
- Keys are a complex piece of the vehicle reconditioning process. Even if an agency has its own reconditioning team, contracting key replacement service with an outside vendor is suggested. With hundreds of employees dedicated to keys, we have the most comprehensive knowledge base in the industry. We're THE experts to save you time and money.

It's easy. Let's go!

Car Keys Express provides discount, on-site key replacement with:

- 95% vehicle coverage
- 40-70% off traditional vendor pricing
- Dependable, route-based service

Contact us today to discover how we can support your operation.

- (800) 557-EXPRESS
- info@CarKeysExpress.com
- CarKeysExpress.com



About Us

Car Keys Express is a global leader in discount, automotive key replacement for businesses and consumers. The company invented the world's first Universal Car Remote and Universal Car Keys and is the only company that manufactures a full line of aftermarket versions of modern car keys, like remote keys and smart keys.

Founded in 2002, Car Keys Express is continually recognized for excellence in the industry, winning Inc. Magazine's, "Inc. 5000" in 2016, 2017, 2018, and 2019, AAPEX "Best New Product" Award in 2015 and 2019, EY Entrepreneur of the Year® for Manufacturing in 2017, and EnterpriseCorp's FAST Innovation Award Winner in 2017, among others.



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